

**STATE OF VERMONT  
ENHANCED 9-1-1 BOARD  
General Meeting #3  
14 July 2016  
Capitol Plaza Hotel  
100 State St, Montpelier, VT  
Room #338**

FINAL  
*approved as written*  
approval date: 10/20/16

***10:00 AM – Call to Order***

Vice-Chair Roger Marcoux brought the meeting to order. The following were in attendance:

**Board Members Present**

Sheriff Roger Marcoux, Vice-Chair  
Chief Steven Locke  
Steve Gold  
Captain Thomas Hango  
Jerome Pettinga  
Heather Dale Porter (via conference bridge)  
Kate O'Connor (via conference bridge)

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk

**Public**

Charles Larkin  
Stephen Whitaker

**Approval of Minutes**

- 14 April 2016 – *Motion: Chief Locke made a motion to accept the minutes as written; 2<sup>nd</sup> by Steve Gold. There was no discussion and the motion passed unanimously by voice vote.*

**Old Business – PSAP Reimbursement Discussion**

Board members were previously emailed a draft document (*PSAP Reimbursement Model: Combination of Base Rate & Call Volume Reimbursement*) detailing possible changes to PSAP reimbursement. A copy of this document is available from the E9-1-1 Board Clerk upon request.

Discussion:

- How many PSAPs does VT need? Current national trend is to have fewer PSAPs.
- Call volume per PSAP could be “evened out” if call catchment areas are updated.
- Should performance-based measures be included when figuring out call reimbursement?
- PSAPs are currently reimbursed based on the number of 9-1-1 work stations. Should they continue to be reimbursed if they are not fully staffing each workstation?
- Changes to PSAP reimbursement could be phased in.
- 9-1-1 reimbursement to PSAPs does not cover the actual costs of each position.
- Should any change to PSAP reimbursement be put on hold until the 9-1-1 Call-taking/Dispatch Services Working Group has made its recommendations?

Decision:

- No vote taken at this time.
- The PSAP Reimbursement document will be distributed to each PSAP. PSAPs will be invited to attend the next meeting to discuss.
- The PSAP Reimbursement document will also be distributed to the 9-1-1 Call-taking/Dispatch Services Working Group.

**Executive Director's Report**

Executive Director Barb Neal spoke to the Board about:

- 9-1-1 System Outage in June
  - Lasted approximately 42 minutes
  - Caused by a software coding issue. New coding is being developed to fix the issue.

- Automatic failover did not work, manual intervention was needed. FairPoint has been asked to research the issue.
- 9-1-1 Board staff have reached out to callers not able to connect to 9-1-1 during the outage.
- RCA (root cause analysis) report received from FairPoint on 7/1/16

#### Outage Discussion:

- Has Maine experienced this type of outage? (no)
- What did a caller experience when trying to connect to 9-1-1 during the outage? (call would just ring w/o any answer)
- Did FairPoint let the board office know about the issue or did the office alert them? (9-1-1 board staff were alerted by call-takers of erratic behavior of the call-handling software, staff then escalated the issue to FairPoint)
- How many calls were missed? (41)
- FairPoint started providing list of missed calls within an hour. Board staff called each number provided. All but one number was reached (one number did not answer and did not have voice mail). All individuals reported they were able to contact emergency service providers using other methods.
- Are there penalties for FairPoint due to outage? (there are penalties built into the SLAs, which don't go into effect until final acceptance)
- Ongoing notification issues
  - Length of time to alert public/media/responders to outages currently too long.
  - Can we come up with alternate ways for public to contact 9-1-1 during an outage?
  - System provider needs to provide contact information to board staff of all calls that couldn't connect to 9-1-1 more quickly.
- 9-1-1 Budget
  - Clarification was received concerning source of funds for money paid by E9-1-1 to DPS at the request of the legislature. Funds should have been taken from USF, not from E9-1-1 operating budget.
- School Compliance Project
  - Board staff worked with Dept. of Education to add some 9-1-1 related questions to the annual technology survey that Education sends to every school. Education will forward all responses to 9-1-1 database staff.
  - Board staff will follow up with schools concerning their responses.
- School Compliance Grant
  - Legislature passed bill calling for creation of school compliance grant. Creation of the grant plan & application is ongoing.
- Proposed revisions to the 9-1-1 Training and Certification Policy
  - A handout (*DRAFT-SOP Section 10.0.0 Updated 7/5/16*) was provided to the Board detailing possible revisions to the 9-1-1 Training & Certification Policy. These revisions were also sent to each PSAP for comment. A copy of this handout is available from the E9-1-1 Board Clerk upon request.
  - Changes have been suggested for the following sections:
    - 10.0.2 - Conditional Certification
    - 10.0.3 – Annual Continuing Education Requirements
    - 10.0.5 – Communications Training Officer (CTO)

#### Revision Discussion:

- Has the training department ever considered decertification? What authority does board staff have (or need to have) in order to decertify a PSAP employee?
- Section 10.0.3, paragraph 2 – Sentence “PSAPs are strongly encouraged to maintain complete training records for all call-takers.” s/b removed.
- Section 10.0.3, paragraph 4 – should “may be asked” be changed to “will be asked”? Has a protocol been implemented?

Decision

- Executive Director will work with the training department to incorporate the changes suggested by the Board and will then send those changes to each PSAP for review. 9-1-1 Training and Certification Policy Revisions will be added to the agenda for the next quarterly meeting.

**New Business** – none

**Public Comment/Questions**

Stephen Whitaker – Provided a brief overview of his involvement in 9-1-1. He expressed concern about the lack of technical expertise on the Board – that the Board is relying on its vendor for technical review & oversight. Companies should not be allowed to “hide” under a system security exemption when responding to public records requests. FCC is requiring auditing of diverse circuits; the Board should be participating in those audits or at least getting the results of the audits.

Charles Larkin – Someone qualified is needed to evaluate the system; the Board should not rely on the vendor for that evaluation. The RFP was not subjected to an engineering review before approval. With help from engineering experts Maine was able to reduce the number of PSAPs and save money.

**Next Meeting Date & Adjournment**

It was determined that the next Board meeting would be held on 20 October 2016 in Montpelier.

*Motion: There being no further business, Chief Locke made a motion to adjourn; 2<sup>nd</sup> by Steve Gold. There was no discussion and no vote. The meeting adjourned at 11:34 AM.*

Respectfully submitted:

**Soni Johnson**

Soni Johnson, Board Clerk

**7/20/16**

Date